

Telephone Features

Auto Dial			
store	AutoDial		AutoDial
use		AutoDial	
Last Number Redial			
Hold			
place a call on hold			
return to a held call			
Transfer	Trans		Connect
Conference	Conf		Connect
Ring Again			
activate	RingAgn		
when notified		RngCall	
cancel	CancIRA		
Malicious Call Trace			
with Call Trace key	CallTrace		
without Call Trace key	Conf or Trans		
Call Forward			
activate	Forward		Done
cancel	CheckFw	CancIFw	
reinstate	Forward	Done	

Call Center Agent Features

Activity Code			
ACD calls			
In-Calls indicator flashes		C	
end an ACD call		or	or
Emergency			
Not Ready			
to perform post-call tasks			
to receive ACD calls again			
Non-ACD calls			
to answer when ringing			
to make a non-ACD call			H
Communicate with your supervisor			
LED indicator flashes			
on a call when LED indicator flashes			
call your supervisor			
return to ACD call			
Conference with supervisor and ACD call			

Transfer call to supervisor			
Walkaway and Return			
on active ACD or non-ACD Call		D	
in Not Ready mode			D
Return from Walkaway	E		or

Call Center Supervisor Features

Answer Agent (when indicator flashes)		
Answer Emergency (when indicator flashes)		
Call Agent		
Interflow (when call queue exceeds threshold)		
activate	Interflow	
deactivate	Interflow	
Night Service		
enter Night Service	Night	6 ("N" for Night)
transition to Night Service	Night	8 ("T" for Transition)
exit Night Service	Night	3 ("D" for Day)
Observe		
Observe agent		
talk to observed agent		
leave Observe mode		
Display agent status	DisplayAgt	
Display queue	DisplayQue	or

Agent and Supervisor Features

Agent login	E			F		or
Login with Agent ID and Multiple Queue Assignment						
default login			G		or	
Correct errors during the login procedure						
to correct previous entry		H				
Agent Logout				D		
Remarks						
A	Dial the Malicious Call Trace Flexible Feature Code (FFC).					
B	Dial the code that corresponds to your current activity.					
C	If Call Forcing is configured, the call is answered automatically.					
D	Disconnect your headset.					
E	Connect your headset, or press the Headset key to turn off the LED if you are using the optional handset.					
F	Dial the Agent's Position ID.					
G	Dial your Agent ID (if required).					

H	Dial , if you make a mistake while logging in, to delete the Supervisor ID, ACD DN, or Priority that you just entered		
Legend			
	Dial the number (see “Remarks”).		
	Press a non-ACD (not In-Calls) extension key.		
or	Press the key located beside the indicator.		

Call Log and Directory

Callers List			
View the Callers List			
Callers	or Dir/Log		Select New or Old
Make a Call while in the Callers List			
Dial			
Save an Entry to the Directory while in the Callers List			
	Dirctry	Next	Done
Delete an Entry while in the Callers List			
Delete	Yes		
Delete the Callers List			
Dir/Log		Select	DelList
Redial List			
View the Redial List			
Redial	or Dir/Log		Select
Make a Call while in the Redial List			
Dial			
Personal Directory			
Enter Names and Numbers in the Personal Directory			
Dir/Log		Select	AddNew
	Next		Done
Delete Names and Numbers while in the Personal Directory			
Delete	Yes		
Make a Call while in the Personal Directory			
	or	Dial	
Edit Names and Numbers while in the Personal Directory			
Edit		Next	
			Done
Delete the Personal Directory			
Dir/Log		Select	DelList
			Yes
Password Protection for the Personal Directory			
Dir/Log		Select	Select
		On or Off	Done
Password Change for the Personal Directory			

Dir/Log		Select		Select
	Enter		Enter	Done

Programming the Avaya 3905 Digital Deskphone

Access the Options List

Options		Select
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Language

	Select	Done	
--	--------	------	--

Change feature key label

	Select	AutoDial		Done	
--	--------	----------	--	------	--

Screen contrast

Lower or Higher	Done	
-----------------	------	--

Volume adjustment

	Select	Lower or Higher	Done	
--	--------	-----------------	------	--

Ring type

	Play	Select	Done	
--	------	--------	------	--

New Call Indication/Call log options

	On or Off		Done	
--	-----------	--	------	--

Live dial pad

On or Off	Done	
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Preferred name match

On or Off	Done	
-----------	------	--

Area code set-up

		Done	
--	--	------	--

Call timer enable

On or Off	Done	
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Date/time format

	Done	
--	------	--

Key click enable

On or Off	Done	
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Headset type

	Select	Done	
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Headset port on call

On or Off	Done	
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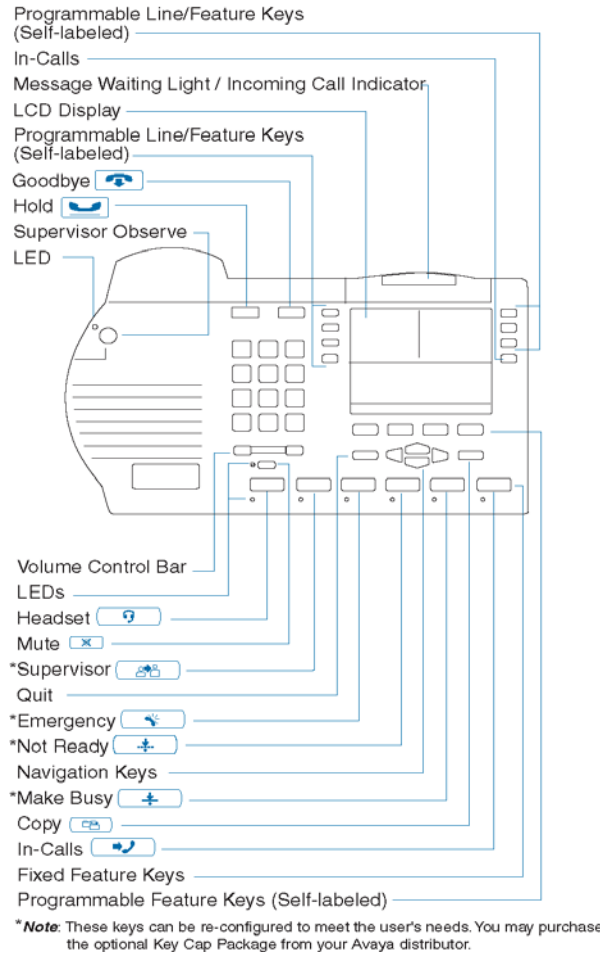
Headset port external alerter

On or Off	Done	
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Display diagnostics

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Introducing the Avaya 3905 Digital Deskphone



Applications

Corporate Directory

Find a telephone number

APP'S		Select	
	Done		Dial

Copy a telephone number to your Personal Directory

APP'S		Select		Done
			Dirctry	

Set-to-Set Messaging

Activate

APP'S		Select	Edit
		Done	On or Off

AVAYA

Digital Deskphones

Avaya 3905 Digital Deskphone Quick Reference Card

NN42370-106
version 01.01



For additional information on the operation of your telephone, please consult the Avaya 3905 Digital Deskphone User Guide.